PEPERIKSAAN AKHIR SEMESTER KEDUA SESI 2012/2013
FINAL EXAMINATION SECOND SEMESTER SESSION 2012/2013

KOD / NAMA KURSUS : BPMG 3043 SISTEM MAKLUMAT PENGANGKUTAN
COURSE CODE / NAME : BPMG 3043 / TRANSPORT INFORMATION SYSTEM
TARIKH : 26 Jun 2013 / 26th June 2013 (Rabu/ Wednesday)
DATE
MASA : 9.00 - 11.30 am (2 ½ jam/hours)
TIME
TEMPAT : DMS
VENUE

ARAHAN
INSTRUCTION

1. Kertas soalan ini mengandungi LIMA (5) soalan struktur dalam DUA (2) halaman bercetak tidak termasuk kulit hadapan.
This exam paper consists of FIVE (5) structured questions in TWO (2) printed pages not including the cover page.
2. Anda dikehendaki menjawab KESEMMUA soalan dalam lembaran jawapan yang disediakan.
You are required to answer ALL questions in the answering sheets provided.
3. Anda dikehendaki mengikat kertas soalan dengan kertas jawapan bersama.
You are required to tie the exam paper with the answer sheets together.
This exam paper is being PROHIBITED to be taken out from the exams hall.

NO. MATRIK :
MATRIC NO.
( dengan perkataan / with word )
( dengan angka / with number )

NO. KAD PENGENALAN :
IDENTIFICATION CARD NO.

PENSYARAH :
LECTURER

KUMPULAN
GROUP :

NO.MEJA
TABLE NO.

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIBERI ARAHAN
PLEASE DO NOT OPEN THIS QUESTION BOOKLET UNTIL INSTRUCTED

SULIT/CONFIDENTIAL
Answer ALL questions.

QUESTION ONE (20 MARKS)

Read the case below and use it to answer the questions.

Grandtek Transportation Company is one of the Simpan Empat’s leading transportation suppliers in Asia and believed to be facing the challenge of creating a single view of a customer and their interactions within the enterprise. Having no view on customer data proved it extremely difficult to identify a customer across systems due to manual style of record keeping. Duplicate or inaccurate customer data in departmental shelves often required employees to perform manual updates to their files.

To crown it up, Grandtek Transportation Company deals with over 100,000 freight revenue from customers with more than 300,000 addresses since its inception. It is discovered that fragmentation of customer data across disparate records is preventing the company from having a single, 360-degree view of the customer.

To address these challenges, the company feels that it needs a solution that would aggregate, consolidate, match, cleanse and optimize this customer data which will make it visible through a set of services in the entire organization, as well as avoid duplication and maintain control over this customer information.

a) As an expert of transport information system (TIS), do you think Grandtek Transportation Company needs Information System in order to solve their current problem? (2 MARKS)

b) Briefly explain the reasons for your answer in “a” (8 MARKS)

c) Assumed that Grandtek Transportation Company receives advice from a team of expert and they conclude on the integration of information system in their operation. What type of system would you suggest for the Grandtek Transportation Company as an expert of TIS? (2 MARKS)

d) Briefly explain the reasons for your answer in “c” (8 MARKS)

QUESTION TWO (20 MARKS)

To manage the transport transaction, some phases of information are needed to be achieved. List and briefly explain the phases of information needed in managing the transport transaction. (12 MARKS)

a) Briefly explain the following sources of information for managing the transport transaction:
   i) Bill of lading (2 MARKS)
   ii) Waybill (2 MARKS)
   iii) Manifest (2 MARKS)
   iv) Freight bill (2 MARKS)
QUESTION THREE (20 MARKS)

The systems development life cycle (SDLC) is a structured approach for developing information systems which consists of eight (8) stages. Implementation stage is among the 8 stages but has to do with conversation from the previous system. List and explain FOUR (4) conversion approaches in the implementation stage of SDLC.  

(20 MARKS)

QUESTION FOUR (20 MARKS)

a) Define the following data hierarchy:

i) Bit  
   (1 MARK)

ii) Byte  
    (1 MARK)

iii) Field  
     (1 MARK)

iv) Record  
     (1 MARK)

v) File  
    (1 MARK)

vi) Database  
     (1 MARK)

b) Decision Support System (DSS) is believed to be a computer-based information system that combines models and data in an attempt to solve semi structured and unstructured problems with user involvement. List and briefly explain the FIVE (5) components of DSS.  

(14 MARKS)

QUESTION FIVE (20 MARKS)

Business organisations especially the transportation company needs to protect not only their own information but also those of customers, employees and business partners in order to forestall data exposure or theft. List and explain FIVE(5) ways by which a transportation company can achieve information system control.  

(20 MARKS)

END OF QUESTIONS